



DEPARTMENT OF CHILDREN AND FAMILIES  
DIVISION OF FAMILY AND ECONOMIC SECURITY  
ADMINISTRATOR'S MEMO SERIES

**DFES 19-04**

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DISPOSAL DATE: 12-30-2019

☒ ACTION

☐ NOTICE

**PROGRAM CATEGORIES:**

- ☐ W-2 - Wisconsin Works
- ☐ RA - Refugee Assistance
- ☒ CS - Child Support
- ☐ CF - Children First
- ☐ TJ - Transitional Jobs
- ☐ TMJ - Transform Milwaukee Jobs

**TO:** All Agencies and Tribes

**FROM:** Connie M. Chesnik  
DFES Administrator

**RE:** Reporting: Suspected System Misuse—DCF Applications

**PURPOSE:**

The purpose of this Child Support Bulletin is to outline the process for security delegates and supervisors to report incidents of suspected system misuse to the Department of Children and Families (DCF).

**BACKGROUND:**

A DCF workgroup was organized in early 2018 that included representation from each division within DCF. The workgroup created a policy and necessary tools for reporting incidents of misuse.

**POLICY:**

Misuse of a DCF system is accessing, reviewing, creating, altering, downloading, or deleting any data of record within a system that DCF provided access to without a valid work reason. The agency's security delegate or the individual's supervisor is responsible for notifying DCF of any suspected misuse of systems that DCF provides access to immediately upon discovery and without waiting for an internal investigation. Although it is the responsibility of the security delegate or supervisor, anyone that suspects system misuse can report the suspected misuse.

Current list of the systems: (List is also located at <https://dcf.wisconsin.gov/it/security>)

Benefit Recovery Investigation System (BRITS)	Direct Certification Prog. (DCP)
Birth Query (Vital Records)	eWISACWIS
Business Objects (Webi)	KIDS
CARES / CARES Worker Web (CWW)	SPARC
Child Care Parent Portal	W-2 Plans
Child Care Provider Portal (CCPP)	WISCCRS (formerly CCPC)
Child Care Statewide Administration on the Web (CSAW)	Wisconsin Works Prog. (WWP)
Child Support Partner Resource (CSPR)	Youngstar
Emergency Assistance Tracking System (EATS)	

Misuse should be reported using the DCF link below:

<https://dcf.wisconsin.gov/form/report-system-misuse>.

The reporter should include as much information as known about the incident. Individuals filling out the form are required to select a checkbox indicating which system(s) are impacted by the potential misuse. The webpage routes the reporter to the correct area based on the checkboxes selected. All fields on the form are mandatory.

The agency is responsible for conducting the misuse investigation and taking appropriate action in accordance with its internal procedures, including terms of employment.

Direct all questions regarding this bulletin to BCS via the [KIDPOL](#) Request Form, Other-System Issues.

cc: Connie M. Chesnik, DFES Administrator  
BRO Regional Child Support Coordinators  
David Wallace—Section Chief- Systems Support and Development